

2025

RESIDENT SURVEY RESULTS

TOWN COUNCIL
JUNE 3, 2025



ABOUT THE SURVEY

MARCH 5 TO APRIL 14, 2025

- All households invited to participate
- Could complete one to three “waves”
 - 1,881 completed at least one wave compared to 2,219 in 2023
 - 1,012 completed all three waves compared to 1,069 in 2023
 - 35 minutes average to complete all three waves
- Custom benchmarking survey completed within 20 peer jurisdictions of the Town’s choosing



For more information, please visit:

CRgov.com/2025survey

HIGH-LEVEL TRENDS

58 PERFORMANCE QUESTIONS – 57 (98%) SCORED ABOVE 5 ON 0 TO 10 SCALE

50 of the questions could be compared to 2023. Of those, 42 remained comparable to the prior survey.

Two questions saw ratings increases:

1. Plowing all travel lanes within 10 hours of snow stopping – 6.04 to 7.05
2. Professionalism of the police station front counter staff – 8.50 to 9.23

Six questions saw ratings decreases:

1. (Police) victim's assistance services – 7.65 to 7.06
2. (Fire) hazardous materials mitigation – 7.8 to 7.1
3. (Fire) respond to natural or man-made disasters – 7.95 to 6.89
4. Investigate fires – 8.6 to 8.02
5. (Fire) technical rescue – 9.0 to 8.49
6. Extinguish building, vehicle and other fires – 9.0 to 8.49

FIVE-STAR RATING

3.5 STARS RECEIVED – SAME RATING SINCE 2017

QUALITY OF LIFE

90% of residents said the quality of life in Castle Rock meets or exceeds expectations, with roughly 25% indicating it greatly exceeds expectations

QUALITY OF SERVICES

84% of residents said the quality of Town services exceeds or greatly exceeds expectations, an increase from 2023

COMMUNITY COMPARABILITY

Nearly nine of 10 residents said that Castle Rock is better or significantly better than other cities and towns

DIRECTION TOWN IS HEADED

55% of residents believe the Town is headed in the right direction – this rating increased over the prior survey for the first time since 2019

VALUE FOR TAX DOLLARS PAID

Nearly two-thirds of residents say they are getting their money's worth for their tax dollars

STRATEGIC PRIORITIES

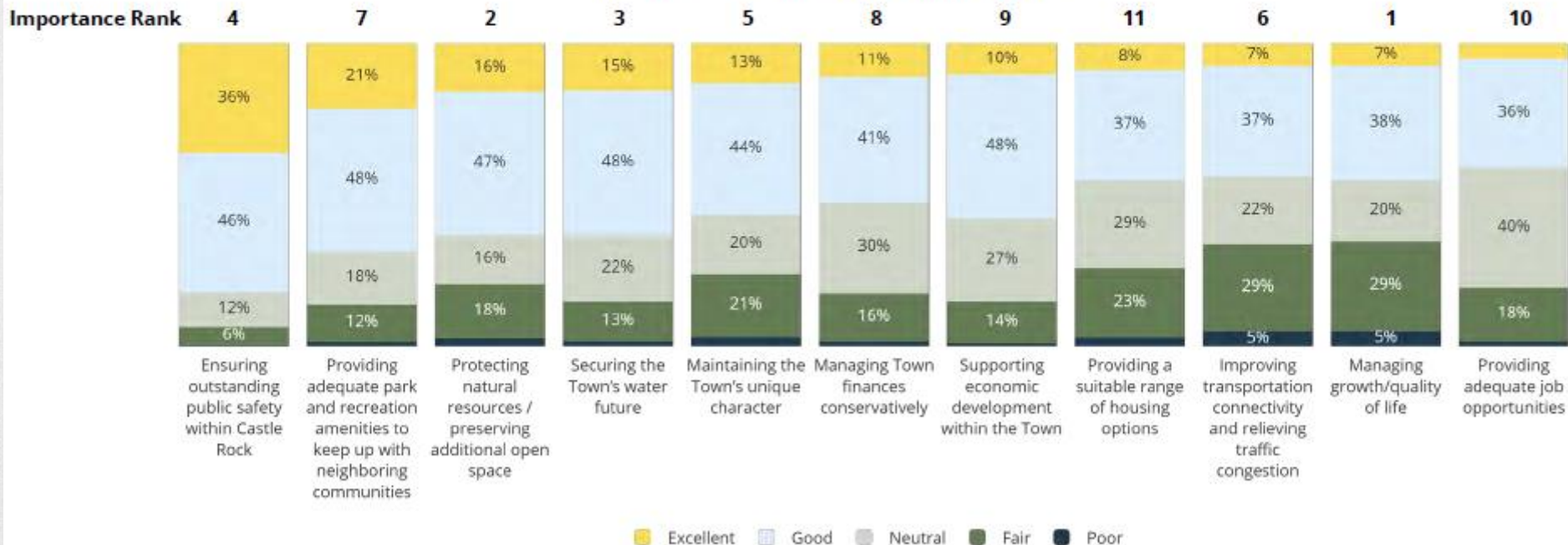
RANK ORDER

1. Managing growth/quality of life
2. Protecting natural resources/preserving additional open space
3. Securing the Town's water future
4. Ensuring outstanding public safety within Castle Rock
5. Maintaining the Town's unique character
6. Improving transportation connectivity and relieving traffic congestion
7. Providing adequate park and recreation amenities to keep up with neighboring communities
8. Managing Town finances conservatively
9. Supporting economic development within the Town
10. Providing adequate job opportunities
11. Providing a suitable range of housing options

Progress on Strategic Priorities

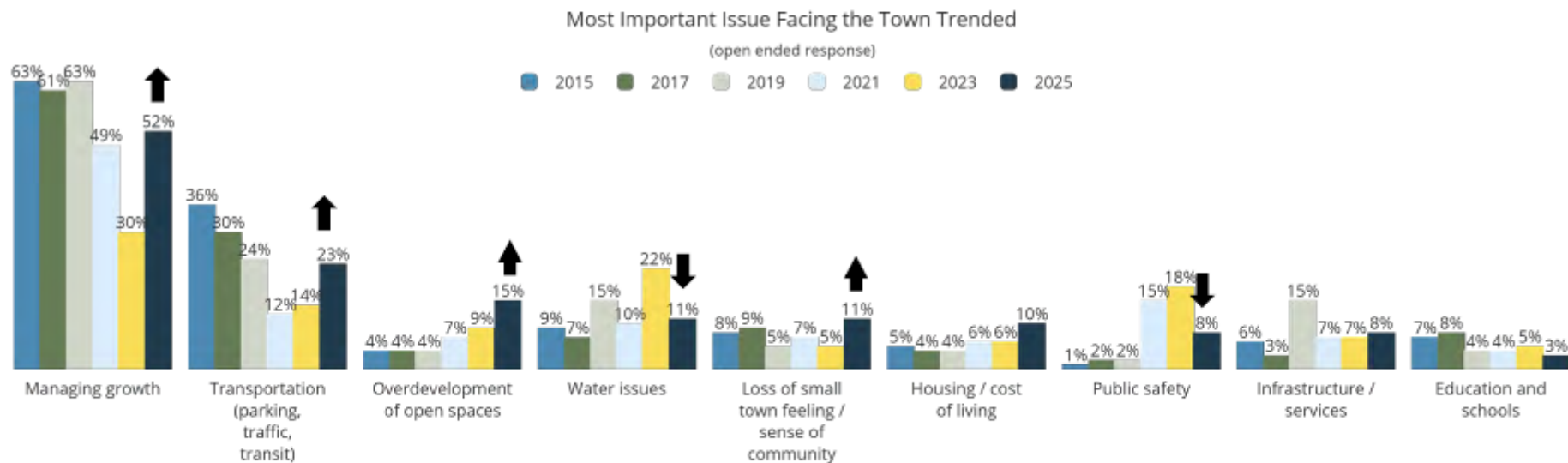
The majority of residents believe the Town has made adequate progress with protecting natural resources and securing the Town's water future, which are the second and third most important strategic priorities. The results indicate room for improvement related to managing growth.

Castle Rock's Progress on Potential Strategic Priorities



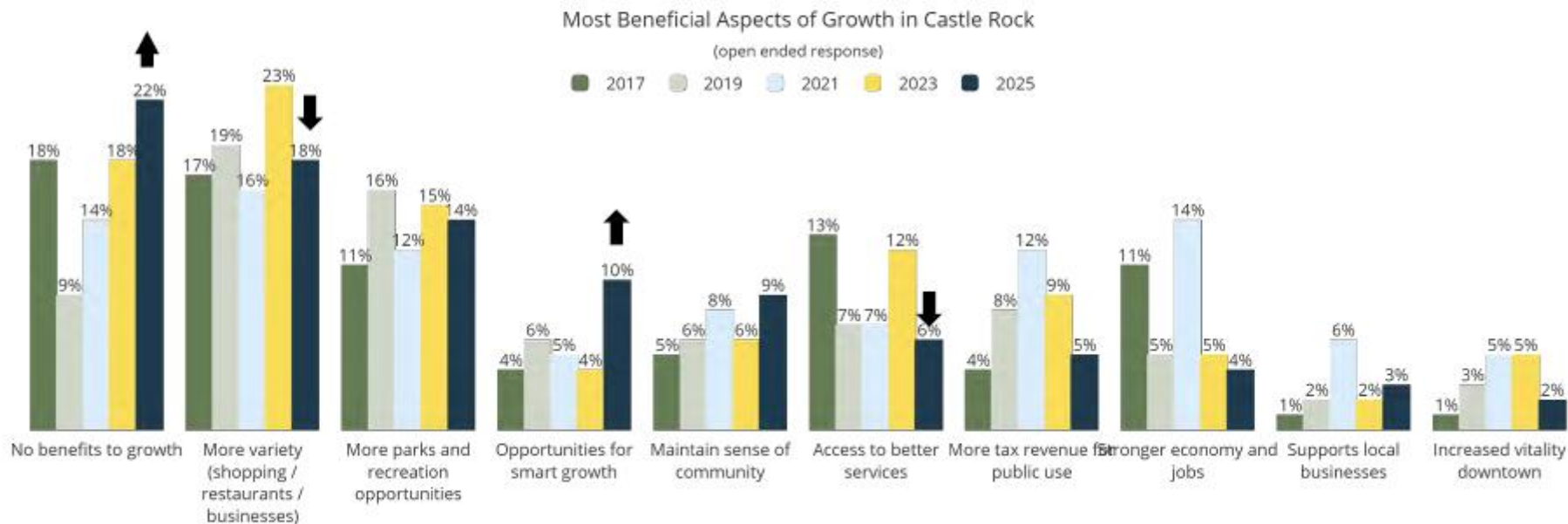
Most Important Issue Facing the Town..

When asked to specify the most important issue facing Castle Rock in the next five years, respondents mentioned managing growth and transportation, including parking, traffic, and transit, most frequently. Many other concerns have risen significantly since 2023, including overdevelopment in open spaces and loss of small-town feeling. There has been a notable decrease in those citing water issues and public safety as issues facing Castle Rock.



Positive Aspects of Growth

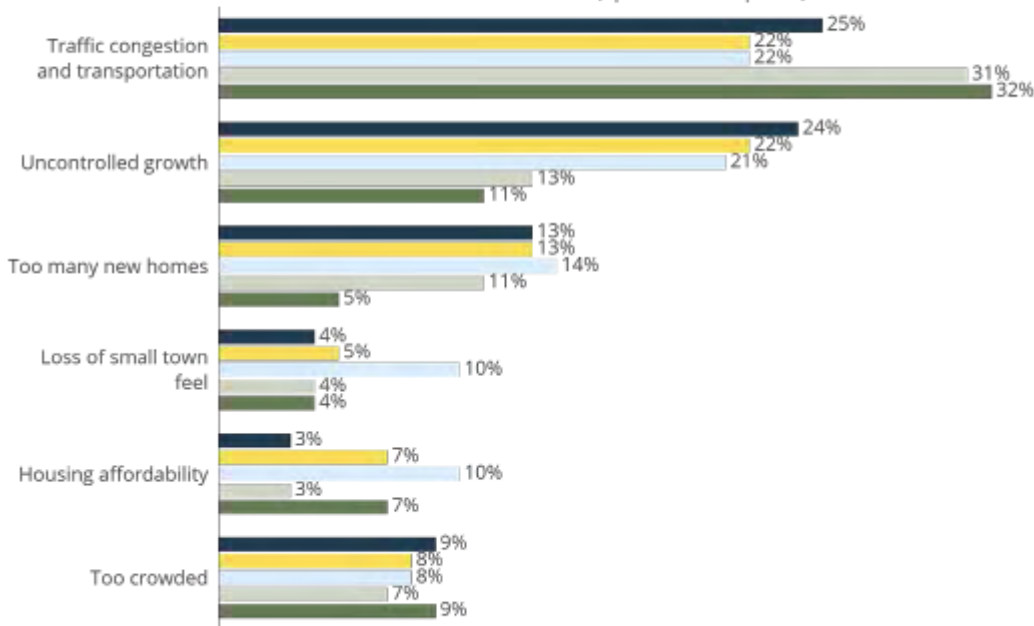
About one-fourth of residents feel there is no benefit to growth in Castle Rock. There was a significant increase in those valuing opportunities for smart growth. Since the 2023 survey, there has been a significant decrease in those appreciating more variety in shopping, restaurants, and businesses.



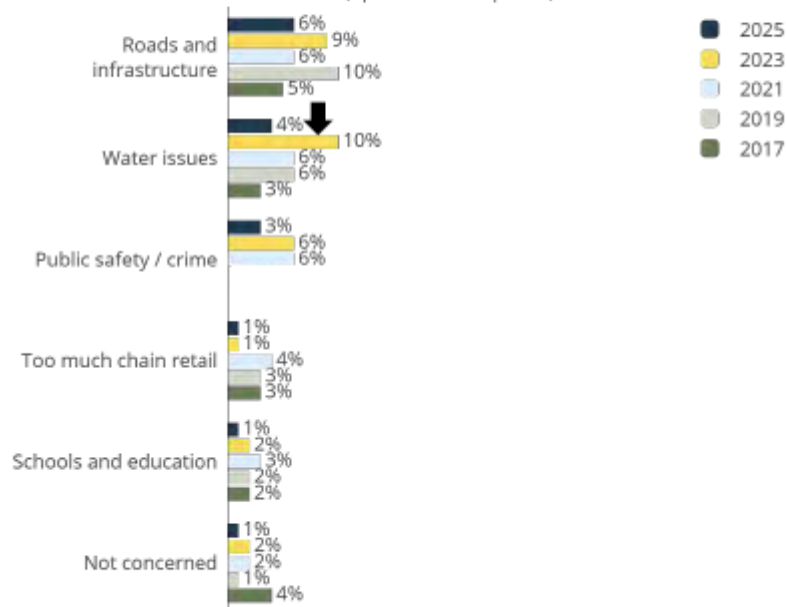
Negative Aspects of Growth

The top two concerns about growth in Castle Rock are consistent with the 2021 and 2023 surveys: uncontrolled growth and traffic congestion/transportation. Mentions of water issues have decreased compared to 2023.

Most Mentioned Negative Aspects of Growth
(open ended response)



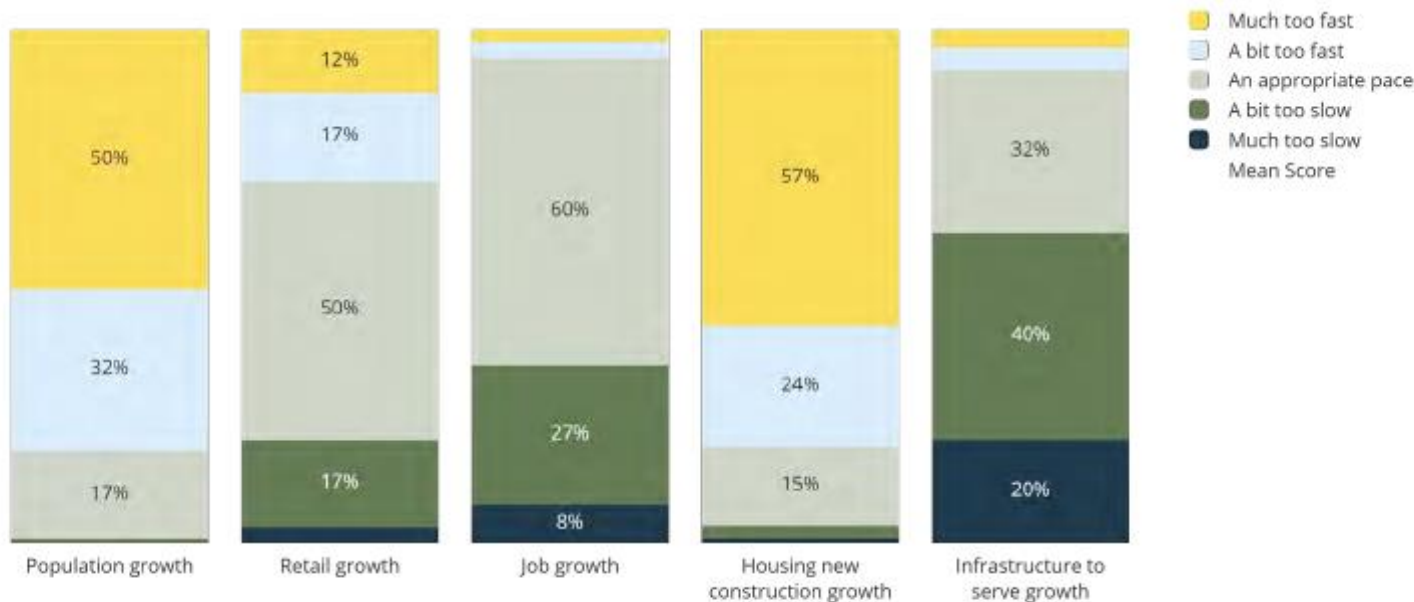
Less Mentioned Negative Aspects of Growth
(open ended response)



Rate of Growth

The 2025 survey asked residents to describe the Town's growth rate. Overall, residents feel the Town is growing too quickly regarding population and new housing construction. Residents feel retail growth and job growth are moving at an appropriate pace. The majority of residents feel the infrastructure to serve this growth is moving too slowly.

Rate of Growth in Each of These Categories

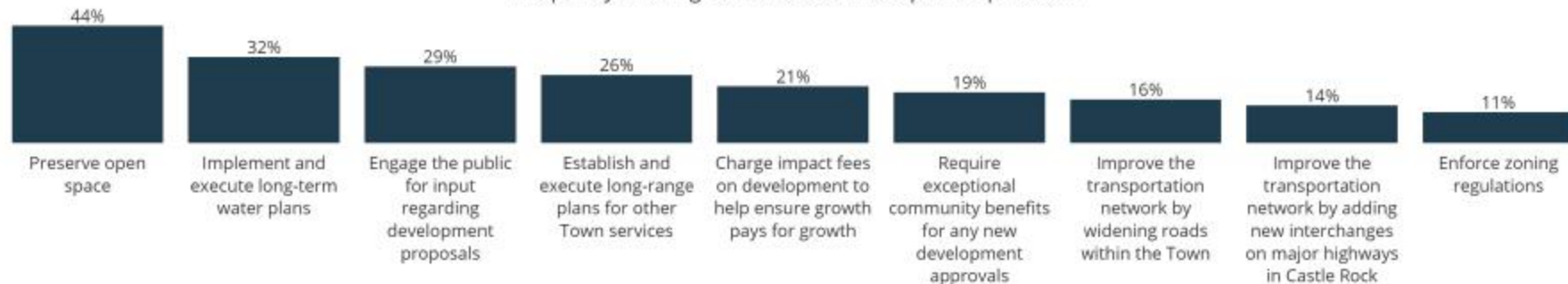


Please indicate the rate of growth in the following categories in Castle Rock over the past 2 years

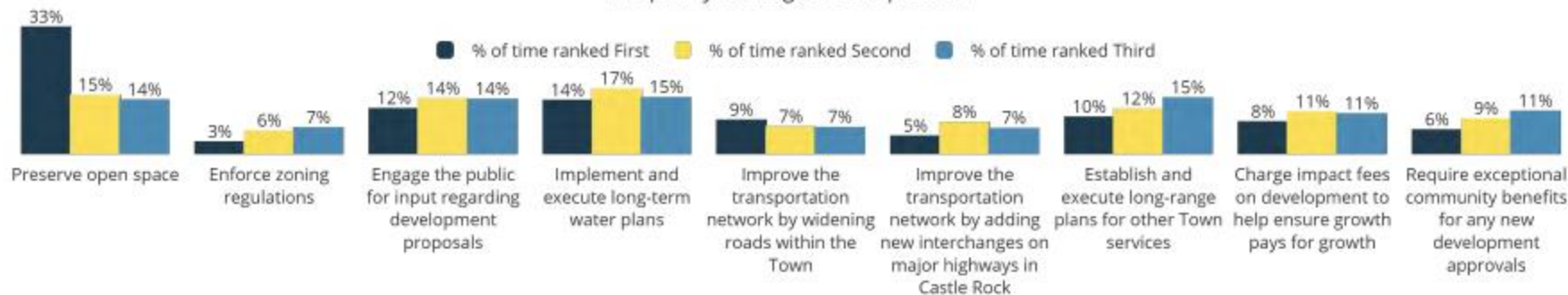
Growth Priorities

The 2025 survey asked residents to rank the priorities surrounding quality growth in Castle Rock. Open space and long-term water security ranked in the top three priorities most often (top chart), and were most often selected as the top priority (bottom chart).

Frequency of being ranked one of the top three priorities



Frequency ranking for each position



TOWN SERVICES RATINGS

POLICE

Police performance rated very high; all aspects scored above a 7

FIRE AND RESCUE

While there have been a few decreases compared to 2023, ratings for Fire and Rescue performance remain high

WATER

Ratings for all aspects of Castle Rock Water services have remained consistent with 2023

PUBLIC WORKS

Ratings for all aspects of Public Works remained consistent with 2023 levels. Residents are most satisfied with street cleanliness and least satisfied with traffic congestion

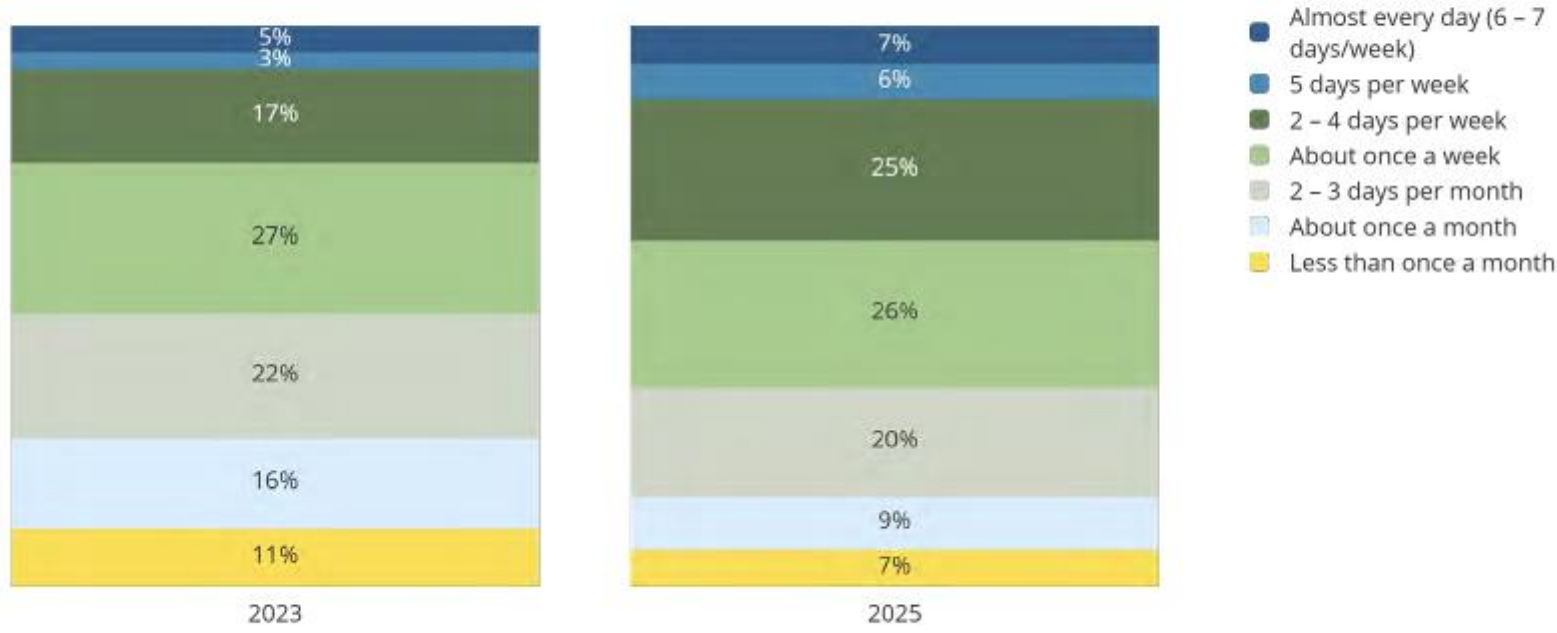
PARKS, TRAILS, OPEN SPACE

Walking/biking paths and open recreational spaces were mentioned most often as things residents would like to see the Parks and Recreation Department offer more of

Frequency of Visiting Downtown

Sixty-four percent of residents visit Downtown Castle Rock about once a week or more. That's up from 52% in 2023.

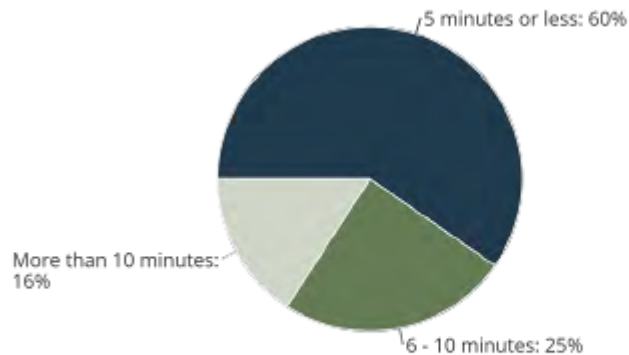
Frequency of Visiting Downtown Castle Rock Trended



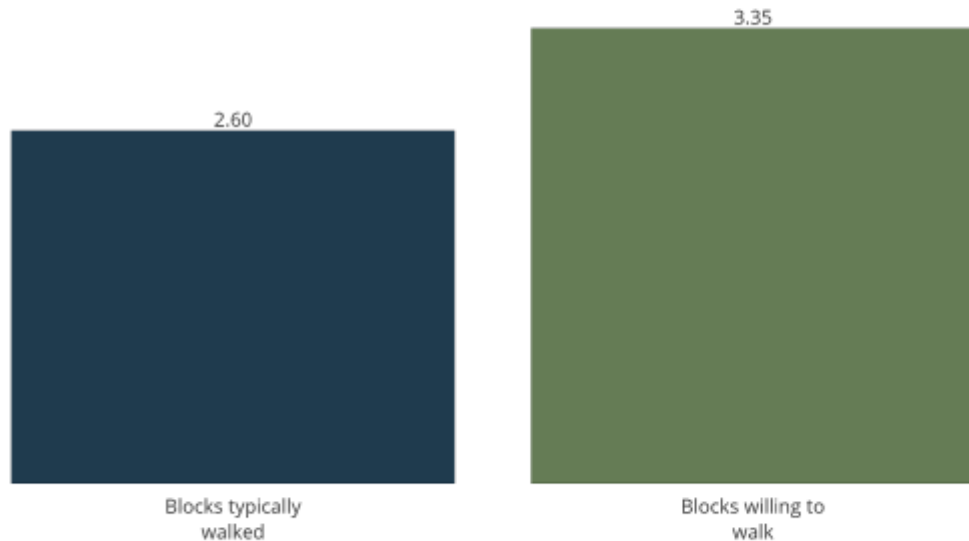
Downtown Parking

Sixty percent of residents said it typically takes them five minutes or less to find a parking space Downtown. There are no differences based on reason for visiting Downtown. On average, residents typically walk two or three blocks from their parking spot to their destination.

Time to Find a Parking Space Downtown



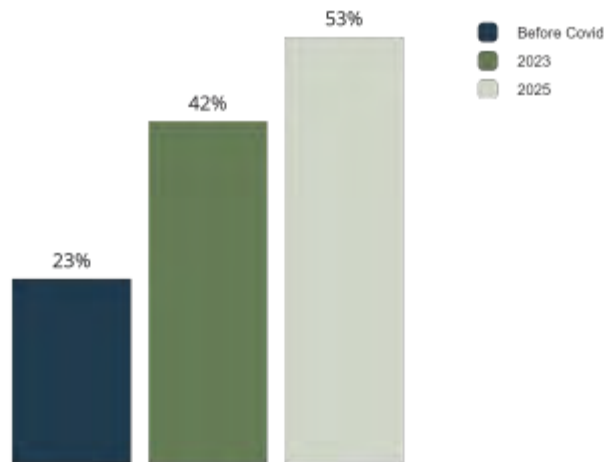
Distance Typically Walk vs. Willing to Walk



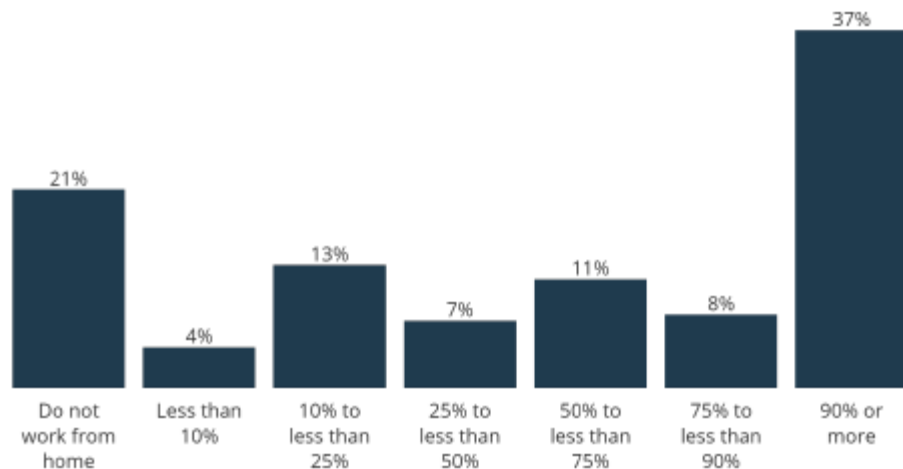
Work from Home

Overall, residents work from home about half the time. Thirty-seven percent of residents work from home 90% of the time or more.

Average Percent of Time Spent Working From Home



Proportion of Time Spent Working From Home





QUESTIONS?

DISCUSSION/DIRECTIONS



1,881

residents completed at least one segment of the survey from March 5-April 14, 2025.



5 or higher

The survey included 58 rating questions. Respondents rated all but one of these items, or 98%, as 5 or higher on a 0-10 scale.



42



6



2

trends

Of the 50 performance measures that could be compared to the 2023 survey, 42 of those ratings remained comparable, while six decreased and two increased.

priorities

Residents were asked to rank potential Town priorities. Their top seven answers in rank order:

1. Managing growth/quality of life
2. Protecting natural resources/preserving open space
3. Securing the Town's water future
4. Ensuring outstanding public safety
5. Maintaining the Town's unique character
6. Improving transportation connectivity
7. Providing park/recreation amenities

growth

Residents were asked to rank potential priorities surrounding quality growth.

Their top answers in rank order:

1. Preserve open space
2. Execute on long-term water plans
3. Obtain public input on development
4. Execute on long-range plans for other Town services (public safety, parks)
5. Ensure growth pays for growth
6. Require benefits for new development
7. Widen roads within Town



9/10

residents said the quality of life in Castle Rock exceeds or greatly exceeds expectations. About 25% said the quality of life "greatly exceeds" their expectations. The mean rating remained comparable to 2023.



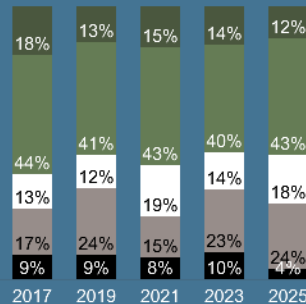
84%

of residents said the quality of Town services exceeds or greatly exceeds expectations. This is an improvement from the 2023 survey and is similar to earlier surveys.



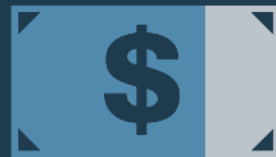
9/10

residents said they believe Castle Rock is a better place to live than other communities. The mean rating remained comparable to 2023.



55%

of respondents believe the Town is headed in the right direction. This rating increased for the first time since 2019.



2/3

of respondents believe they are getting their money's worth for their tax dollars. The mean rating remained comparable to 2023.